

# **Fleet Management Services**

## **Policy & Procedure**

**March 9, 2009**

### **INTRODUCTION**

Fleet Management Services (FMS) is the centralized fleet services program run by the Department of Buildings and General Services. Fleet Management Services is responsible for the management and oversight of passenger vehicles and light duty trucks.

The program was implemented to reduce the overall cost of employee travel and to reduce greenhouse gas emissions. To accomplish this, the division of Fleet Management Services will recommend that you right-size vehicles to match the expected use and provide vehicles to high mileage state employees rather than pay the higher cost of mileage reimbursement.

### **MISSION STATEMENT**

To provide clean, well-maintained vehicles to all agencies and departments of state government for use of employees traveling on state business. To ensure the efficient use of state-owned vehicles and resources to provide safe, cost-effective transportation for employees while performing their official duties. To demonstrate the State's commitment to our environment by reducing the environmental impact of state employee travel.

### **DESIRED OUTCOME**

- Reduce the environmental impact of state government's daily activities
- Save money by replacing mileage reimbursement expenses with the use of state- owned vehicles that are operated at a lower per-mile cost
- Demonstrate the state's commitment to preserving our environment
- Set a positive example for businesses statewide by showing that successful business operations are compatible with environmentally responsible operations
- Create increased market demand for hybrid and low-emission vehicles

### **Authority**

**The Commissioner of Buildings and General Services has been given authority and responsibilities for the purchase, use, storage, maintenance, repair, and disposal of all vehicles within the centralized fleet. By Executive order, this authority and responsibility has been extended to all vehicles owned by the State. The Commissioner of BGS has delegated the responsibilities for implementing approved policies and procedures to the Fleet Manager.**

### **Operations/Administration**

**FLEET SERVICES ELIGIBILITY:** Eligibility to use a vehicle from Fleet Management Services (FMS) is determined by the following:

- You must be a state employee (as identified in section 5.1 of the Personnel Policy)
- You must have a valid Vermont driver's license.
- You must use the vehicle for state business.
- Your travel must be authorized by your department head or designee

**EMPLOYEE DRIVER STATUS:** Employees must report changes in driving status to their supervisor or manager. This includes license expiration, suspension, or revocation.

### **Use**

All employees are expected to abide by the Agency of [Administration Bulletin 2.3](#) as well as the following:

**PERMITTED USE OF FMS VEHICLES:** The use of a Fleet Management Services vehicle is restricted to official state business. Using a vehicle for purposes other than conducting official state business is prohibited.

**TAKING FMS VEHICLE HOME:** Under certain circumstances FMS vehicles may be taken to an employee's home. To be authorized to house a state vehicle at your home, you must submit a request to fleet management that has been signed by your supervisor and follow the responsibility sheet provided by FMS.

**COMMUTING:** Unless specifically authorized by FMS, drivers are not permitted to use state vehicles for commuting purposes.

**MOTOR VEHICLE LAWS:** All drivers and passengers using a FMS vehicle are required to observe all motor vehicle regulations. Penalties for any motor vehicle violation received while driving a state vehicle are the responsibility of the employee. Violations include, but are not limited to, parking tickets and moving violation.

**SEAT BELTS:** All drivers and passengers must wear seat belts while the vehicle is in operation.

**FIREARMS:** Firearms are prohibited in state vehicles unless they are required for the performance of the official job duties necessitating the travel, or unless prior written authorization has been granted by the Buildings and General Services Fleet Manager.

**PETS/ANIMALS:** Pets or animals are prohibited in state vehicles without the permission of the Buildings and General Services Fleet Manager.

**UNATTENDED VEHICLES:** Ignition keys should never be left in an unattended vehicle. Vehicles are to be locked when not in use.

**EXPENSES AND FEES:** The employee's agency/department will be responsible for reimbursing employees for all appropriate parking fees, tolls and other incidentals through the normal expense reimbursement process. If other expenses occur that should be paid by FMS, the department may ask for a transfer of monies from FMS.

**FLEET CARD:** FMS assigns a fleet card to each vehicle. This card may be used to purchase fuel, oil, windshield washer fluid, and snow brushes. It can also be used at accepting locations to pay for maintenance and vehicle repairs under \$250, and should be used to pay for emergency roadside assistance as needed. Receipts for use of these cards must be retained of the user for all fuel purchases – receipts for non-fuel purchased must be provided to FMS as requested.

**FUELING VEHICLES:** A fuel card is assigned to each vehicle and enables you to purchase fuel at any location the displays the companies embelm. Fuel purchases are restricted to **regular unleaded fuel** or E85 only for all gasoline-powered vehicles. The amount of gas you may purchase will be restricted by the vehicle's **fuel tank size**. To use this card you must use the pin number assigned to you and enter the correct odometer reading. Each card is to be used only for the vehicle to which it is assigned. **Do not** use this card to purchase fuel for any other vehicle or small equipment. Departments may be charged for unauthorized purchases made by their employees, i.e., Super or Premium fuel, incorrect fuel-type based on the vehicle fueled, food or other expenses that are not covered by FMS.

A list of Vermont fueling locations with special discounts is in each vehicle's vehicle driver kit. These sites should be used whenever possible.

**FUELING VEHICLES – CORRECT ODOMETER READING:** FMS forecasts preventive maintenance work based on the vehicle's odometer reading. Therefore, it is important that the driver enter the correct odometer/mileage reading when refueling at all fueling locations – including state-owned pumps. In most instances, the mileage information is relayed electronically to FMS.

**OUT-OF-STATE TRAVEL:** Out-of-state travel in a FMS vehicle is permitted provided the out-of-state travel is approved by the employee's department head or designee. The same rules and insurance coverage apply for out-of-state travel as apply for in-state travel.

**FUELING OUT-OF-STATE:** You may contact Fleet Management Services for information regarding out-of-state fueling sites. If you are unable to locate a fleet fuel card location out of state, you may purchase regular unleaded fuel as needed and submit an expense reimbursement request through the normal process. Fleet Management Services will, upon request by the employee's department, transfer the monies back to the department for the expense payments.

**INSURANCE COVERAGE:** An insurance identification card naming the current carrier will be kept in the vehicle driver kit for each state vehicle. This insurance coverage applies for FMS vehicles driven both in-state and/or out-of-state.

The State of Vermont Risk Management Division provides accident protection for all Fleet Management Services vehicles. In the event of an accident, the driver's agency/department is responsible for the \$500 collision coverage deductible per incident. This is charged at the time of the accident to allow necessary vehicle repairs to be done. If at a later date the Risk Management Division is successful in recovering the vehicle repair costs, the Risk Management Division will reimburse the agency/department for the \$500 deductible per incident.

**ACCIDENTS AND REPORTING:** In the event of a motor vehicle accident involving damage ONLY to the state vehicle, the operator shall immediately report the accident to the owning department and to their supervisor. If the damage to the vehicle exceeds \$500, OR if there is bodily injury to any person, OR if there is damage to any property other than the vehicle, the operator shall also report the accident to the nearest law enforcement officer and the vehicle should not be moved from the spot of the accident until authority is granted by the investigating officer.

The operator shall also complete the Risk Management Division Automobile Accident or Loss Notice form and submit it through appropriate departmental channels to the Risk Management Division.

If a motor vehicle accident results in death, serious bodily injury, or serious property damage the accident should be reported immediately by phone to the Risk Management Division (802-828-2899) in addition to the notifications and reports required above.

The Department of Motor Vehicles Report of a Motor Vehicle Accident form shall be completed and submitted whenever required by law.

If an employee is involved in an accident while operating a vehicle for other than official or authorized use, the use of the vehicle(s) may constitute grounds for disciplinary action. The employee could be sued by the state or its insurance carrier to recoup all costs incurred by the state and its carrier as a result of the accident.

**BUSINESS HOURS:** FMS business hours are 6:30 AM to 5:00 PM, Monday through Friday, excluding state holidays.

**BREAKDOWNS:** Employees should report any mechanical problems they experience, either by contacting the FMS office (802-241-4500) or by filling out a Quality Review Form located on the FMS web-site. Accidents, breakdowns, or serious vehicle concerns should be reported to FMS as soon as possible.

Accidents or breakdowns occurring during business hours should be reported to 802-241-4500. If an accident or breakdown occurs, the employee will be picked up by a contracted towing service. Fleet Management Services will arrange and pay for all necessary towing and repairs.

**During Normal Business Hours:** Each Department has a Service Technician assigned to assist in maintaining FMS vehicles. There is a Service Technician in the Fleet office

from 6:30 AM to 5:00 PM Monday through Friday.

**After Hours:** Should a FMS vehicle become disabled outside of normal business hours (evenings and weekends), FMS wants drivers to know what to expect. Your car log contains instructions regarding who to contact. That contact can help with towing, jump starts, tire change, lockouts, fuel and water delivery, and mechanical first aid. The contact is not coordinated out of the FMS office, but is part of the Fuel Card service. The cost of this service is billed directly to FMS. If a car is totally disabled, the vehicle will be towed to the closest service vendor. Please note: the employee can usually ride in the tow truck if the employee is willing to do that. However, a replacement vehicle is not part of that service. The driver will need to make separate transportation arrangements. The employee can rent a vehicle through Enterprise, take a taxi home: contact a co-worker for transportation or rent a FMS Motor Pool vehicle if one is available (during normal business hours) and convenient to their location.

The employee will be reimbursed for the Enterprise car rental or taxi through their department's expense reimbursement system. Fleet Management Services will, upon request by the employee's department, transfer the monies back to the department for the expense payments. FMS does not have the staff to be able to deliver vehicles or retrieve stranded drivers.

Employees must report accidents or breakdowns occurring during normal business hours (6:30 AM to 5:00 PM) to Fleet Management Services by call to (802)241-4500 (may call collect). Accidents or breakdowns occurring after normal business hours should be reported to Fleet Management Services at the emergency number printed on the emergency contact card provided in each car kit.

Employees are authorized to arrange for out-of-state towing of the vehicle and/or emergency repairs costing up to \$250 without prior consent from Fleet Management Services. This \$250 limit does not include the cost of towing. Any repairs over \$250 must receive consent from Fleet Management Services. The fleet fueling card may be used as a form of payment at participating locations. If the fleet fuel card is not accepted, the employee may use their State procurement Card or personal credit card. The normal state procedures for payment and reimbursement of these cards should be followed. Fleet Management Services will, upon request by the employee's department, transfer the monies back to the department for the expense payments.

**INSURANCE COVERAGE:** The State of Vermont Risk Management Division provides accident protection for all Fleet Management Services vehicles. In the event of an accident, the driver's agency/department is responsible for the \$500 collision coverage deductible. This is charged at the time of the accident to allow necessary vehicle repairs to be done. If at a later date the Risk Management Division is successful in recovering the vehicle repair costs, the Risk Management Division will reimburse the agency/ department for the \$500 deductible.

The State does not provide coverage for liability or vehicle repair to an employee's personal vehicle used for State business. Your personal automobile policy provides primary coverage for accidents in your own vehicle. Any questions concerning insurance coverage should be directed to the Risk Management Division at (802) 828-2899.

**SMOKING POLICY:** Smoking is prohibited in all state-owned vehicles.

**HITCHHIKERS:** No hitchhikers are allowed in FMS vehicles.

**ACCOUNTING PROCEDURES:** A monthly invoice will be forwarded to your billing office for assigned/lease vehicle and/or motor pool rental vehicle usage. If departments have questions regarding the invoice, please contact FMS (241-4500) to discuss your concerns and/or questions and to determine whether an adjustment to the invoice is necessary.

**EMPLOYEE SEPARATION/TERMINATION TRANSFER:** Employee separation/termination or transfer will be reported to FMS by Personnel on a monthly basis. This enables FMS to authorize or rescind fuel card usage.

**ACCOUNTING PROCEDURES:** Departments will be billed monthly for assigned and rental vehicle usage through the BGS Accounting Office.

## **Assigned Vehicles**

*Assigned vehicles are defined as vehicles that are assigned/leased to a department for their full-time use within the parameters of the Fleet Management Services policies and procedures. The assignment of these vehicles will be reviewed annually to verify the leasing department's on-going needs.*

**LONG-TERM VEHICLE ASSIGNMENT:** Vehicles will be assigned by FMS to departments for use by their employees. Vehicles will not be assigned to individuals. Assignments will be reviewed annually.

**RATES:** Rates are calculated individually based on the cost of the vehicle, the cost of any additional equipment requested by the department, the EPA mileage rates, and the average maintenance and repair cost for the vehicles in this class for the past three years. The monthly lease rate also includes the cost of fuel, insurance, replacement, and administrative costs of operating the program. An annual mileage allotment will be established. If the annual mileage exceeds the established allotment, an additional charge will be added for every mile over the established allotment -- to be calculated at the end of each lease period.

**VEHICLE ASSIGNMENT ELIGIBILITY:** For specific rates and plans that may fit your department's needs, contact the FMS Manager (241-4500). As a general rule, placement of a vehicle is most efficient when mileage in excess of 18,000 miles per year is anticipated. However, there are often other program or service needs that require the use of a FMS vehicle, and FMS has special rate schedules to accommodate those needs.

**TRIP LOG:** A trip log must be maintained for all travel in each assigned vehicle. The trip log is provided with the vehicle, additional copies can be printed from the FMS web-site.

**STATE-OWNED LICENSE PLATES:** All FMS vehicles are marked with STATE license plates. If a department requires a vehicle without the "STATE" designation on the license plate, the department must report that requirement on a Exemption from 'STATE' License Plate Designation Form (available on the FMS website). The requesting agency head must sign this form before it can be processed. A department will not be issued a license plate absent the STATE designation without proper approval.

**TAKING A STATE VEHICLE HOME:** FMS vehicles may be home based with prior approval. If a job requires an employee to regularly take a FMS vehicle to his/her home for any reason, the employee must request permission from FMS. This approval to home base a vehicle is requested by (1) completing the Vehicle Housed at Employee Residence Form (available on the FMS website), and (2) having this form signed by the employee's agency head.

**KEEPING VEHICLES CLEAN:** It is the responsibility of the leasing department to initiate vehicle cleaning. It is recommended that each vehicle be cleaned once a month. This can be accomplished by (1) taking the vehicle to an authorized vendor or (2) by contacting the FMS office (241-4500) to schedule the vehicle to be cleaned on the weekend at either the Waterbury or Montpelier campus. A list of authorized vendors can be obtained from your assigned Service Technician. Cleaning will be done at FMS expense.

**VEHICLE MAINTENANCE:** All vehicle maintenance will be regularly scheduled by FMS in coordination with the assigned department. Maintenance will be triggered by the odometer reading, which makes it very important to enter the correct odometer reading when fueling FMS vehicles. Preventive maintenance checks are completed at 30,000, 60,000, and 90,000 miles as indicated in the vehicle owner's manual.

**OIL CHANGE:** Vehicles running on regular oil will be changed at 5,000 mile increments or every three months, whichever comes first. Vehicles running synthetic oil will be changed at 10,000 mile increments or every six months, whichever comes first.

**VEHICLE REPAIR:** All vehicle repair needs reported by the driver will be scheduled by the FMS Service Technician. Drivers are encouraged to report any and all potential vehicle problems to FMS immediately. See the FMS website for a list of the Service Technicians by department.

**SPECIAL EQUIPMENT REQUESTS:** Permanently installed special equipment -- such as child safety seats, portable car phones, two-way radios, emergency light bars, first aid kits, fire extinguishers, etc. -- may be installed with approval from FMS and at the leasing department's expense. Submit a written request for special equipment to the FMS Manager. Such equipment must be removed by the department prior to returning the vehicle to FMS.

**HYBRID VEHICLES:** Fleet Management Services expects to offer hybrid vehicles as part of its fleet. As the current vehicles are replaced, FMS plans to offer more hybrid or alternative-fueled vehicles.

**CANCELLING A LONG-TERM VEHICLE ASSIGNMENT CONTRACT:** Any long-Term vehicle assignment contracts will be written for a one-year period and are signed annually. If the department finds you no longer have a need for the contracted vehicle, please contact the FMS Manager who will seek alternative placement for the vehicle. If the vehicle can be re-assigned, your department will be released from the contractual obligation.



## **Motor Pool/Rental Vehicles**

*Motor Pool vehicles are defined as vehicles that are rented on a daily basis for use by state employees in lieu of using their personal vehicle while performing state business. These vehicles will be located throughout the state.*

### **RESERVATIONS**

It is recommended that reservations be made 48 hours in advance of your trip. Please provide the following information at the time of reservation:

- Your name, email, phone number, and fax number
- Your destination
- Anticipated departure and return date/time
- The department and division responsible for payment
- Business Unit code (5 digit number)
- BGS customer code (BGS+1 or 2 digits)
- Type of vehicle (sedan, hybrid, wagon)
- Pickup Site and Alternate Pickup Site
- Purpose of Trip

Reserving a vehicle is easy and convenient by using one of the following:

#### **Reservations/Cancellations:**

<b>Online Reservation Form:</b>	<a href="#">Reservation Form</a>
<b>Email:</b>	<a href="mailto:fleet.services@state.vt.us">fleet.services@state.vt.us</a>
<b>Internet Website:</b>	<a href="http://bgs.vermont.gov/business_services/fleet">http://bgs.vermont.gov/business_services/fleet</a>
<b>Phone:</b>	802-241-4500
<b>Fax:</b>	802-241-4505

**CHOOSING PICKUP SITE:** Consider when choosing a primary and/or alternate pickup site whether the alternate site works for you. Only enter the locations you are willing to utilize for pickup. Read your reservation confirmation to verify your pickup location.

**DAILY RENTAL RATE:** The Motor Pool vehicle daily rental rate is \$31.09 per day. This charge includes 90 free miles per day. A charge of \$.36 per mile is incurred for every mile over the 90-mile-per-day allowance.

**24-HOUR RENTAL CYCLE:** Motor Pool vehicles are billed on a 24-hour cycle. If you pick it up at 7:00 AM on day 1 and return it by 7:00 AM on day 2, you will be billed for 1 day. However, if the vehicle is returned anytime after that 24-hour period, you will be billed for a

second day. For example, when a customer makes arrangements to pick up a MP vehicle at 4:00 PM on Day 1 for use the next day (Day 2), they want to be guaranteed the vehicle will be available for them at that time. Therefore, FMS reserves the vehicle on Day 1 (at no charge to customer) to ensure the vehicle will be there at 4:00 PM. The billing begins when the customer picks up the keys. The customer pays \$31.09 for the first 24 hours the vehicle is used. This charge includes 90 miles per day; the customer pays \$.36/mile for any mileage over the 90 mile-per-day allowance. If the customer returns the car later than 4:00 PM an additional day will be charged (which in this example would be two days @ \$31.09 per day with 180 free miles).

**Weekends:** If a customer wants to pick up a car at 4:00 PM on Friday afternoon (Day 1) for use on Monday (Day 4), the customer is charged for use on Saturday, Sunday, and Monday (3 days). If the customer returns the car after 4 PM on Monday, the customer is charged for a fourth day. The customer is allowed 90 miles per day for each of those 4 days – is charged for overages only if the customer has traveled over 360 miles in those 4 days. Occasionally customers reconsider – if it's only for convenience, they might figure it's not worth the additional charge. If they need their own vehicle for personal use over the weekend, they might decide to forego the MP vehicle or to pick it up on Monday.

**TRIP CALCULATOR:** Employees can calculate the most cost effective way to travel by using the trip calculator available at the FMS website under “Forms and Publications.” Enter the number of days you plan to travel and the anticipate round-trip mileage for your trip. The trip calculator will tell you which method of transportation is most cost effective – driving a motor pool vehicle, renting an enterprise vehicle, or receiving mileage reimbursement for driving your personal vehicle. [Trip calculator](#)

**CONFIRMATION:** All reservation requests will be confirmed by fax or email within 3 business hours after receipt. You are encouraged to read this confirmation sheet to ensure the reservation and the scheduled pick-up location meets your expectations.

**REGRETS NOTICE:** If FMS is unable to provide a vehicle to you, you will receive a Notice of Regret. This Notice must be attached to your mileage reimbursement request if you then drive your personal vehicle.

**EMERGENCY RESERVATIONS:** While it is recommended that you make your reservation request 48 hours in advance of your travel in order to increase the likelihood of a vehicle being available to you, you may phone in a request for a vehicle on an emergency basis, and FMS will make every effort to locate a vehicle for you.

**CANCELLING A RESERVATION:** You may fax, e-mail, or phone in your cancellation. There is no penalty when a cancellation is made prior to scheduled pick-up time. Cancellations made after the scheduled pick up time will result in a one-day-rental-charge penalty assessed to your department.

**RESERVATION NO-SHOW:** A reservation will be declared a .no-show. if a vehicle is not picked up within one hour after the scheduled pick-up time. The penalty for a no-show is a one-day rental charge to compensate for lost revenues. You may change your reservation pick-up time up to one hour past the scheduled pick-up time without penalty. If you arrive after the one-hour grace period, FMS cannot guarantee a vehicle will be available.

**REDUCED WORK FORCE OR EMERGENCY CLOSINGS:** At various times during the year weather conditions do warrant delayed opening or early closing of state offices. When there are reports of icy road -- particularly on the back roads -- FMS encourages employees to exercise caution as they travel. There may be a time when you choose not to drive because of local weather conditions. In that case, you must cancel your reservation. Upon request, the Fleet Manager will review your cancellation and determine if the late cancellation surcharge is warranted.

**PICKING UP YOUR FLEET VEHICLE:** You can usually expect to pick up your vehicle at your primary vehicle pick-up site (see the Fleet Management Services pick-up site list on the web-site). If a vehicle is not available at your primary vehicle pick-up site, you will be notified of an alternate site when you receive the reservation confirmation. Reservation confirmations will indicate the vehicle pick-up site and the location where you can obtain the keys. Whenever possible, this site will be conveniently located near your work location. The key keeper will need to see your valid driver's license and have the driver's signature prior to dispatching the vehicle.

The driver must pick up the keys during normal business hours. If you need to leave before business hours the next day, indicate this on your reservation request. You may pick up keys after 3:30 PM the previous day, but the vehicle must remain at the pick-up site. The vehicle may not be taken home with you unless you have prior authorization from Fleet Management Services.

Unless the vehicle is reserved for the weekend period, the vehicle must be returned on Friday to accommodate any weekend servicing or cleaning. You may park your personal vehicle at the confirmed pick up site with an approved identification card FMS will provide.

**VEHICLE PICK-UP SITES:** The Division of Fleet Management Services has established several vehicle pick-up sites in the Central VT area. The Fleet Management Services staff will advise you of your vehicle pick-up site when your reservation is confirmed. Additional sites will be added as the program expands.

### **Barre**

- McFarland House, 5 Perry Street
- Monday through Friday 7:30 AM to 4:30 PM (except on [state holidays](#))
- Park in the upper lot
- After entering the front door, take the elevator to the 3rd floor
- Turn Left, go to the end of hall -- to get keys from BGS personnel

### **Montpelier**

*Capital Visitor's Center, 134 State Street, Montpelier,*

- Summer Hours: June 1st to October 31st
  - 6:30 AM to 6:00 PM -- Monday through Friday
  - 10:00 AM to 6:00 PM -- Saturday, Sunday, Holidays

- Winter Hours: November 1st to May 31st
  - 6:30 AM to 5:00 PM – Monday through Friday
  - 10:00 AM to 4:00 PM – Saturday, Sunday, Holiday

### ***National Life Building***

- Monday through Friday 6:35 AM to 5:00 PM (except on [state holidays](#))
- Enter the North Building via the North Lobby.
- Go thru the double doors to the right and down the first stairway to the first floor. (Note: North Lobby is on 2nd floor)
- Proceed past the elevators, thru another set of double doors, go straight down hall then through the first door on the left.
- Key pickup is just inside that door with Hal Lawrence.

### **Rutland**

- **The Rutland Multi-Modal Transit Center (AKA: Merchants Row Parking Garage)**
- Monday through Friday 6:30AM to 5:00PM (except on state holidays)
- See BGS Security on First Floor of Parking Garage
- Please Note: Rutland State Employees wanting to use the Motor Pool must have a parking pass or their BGS Security Badge updated to have free entry to parking garage.

### **Waterbury**

- **Fleet Management Office**
- Monday through Friday 6:30 AM to 5:00 PM (except on [state holidays](#))
- Enter the Waterbury State Complex
- Drive to the large smoke stack at the back of the Complex
- FMS Office is located in the Old Carpenter Shop Building on the same side of the road as the smoke stack (a/k/a the Power House)

**VEHICLE CHECK:** While FMS staff checks Motor Pool vehicles each morning, drivers are encouraged to check the vehicle before departing the pick-up site, i.e., lights, turn signals, tires not flat, hood secure, etc. If any problems are detected, notify the dispatch staff immediately.

**KEEPING VEHICLES CLEAN:** Drivers are expected to remove trash from the rental vehicle before returning it. For your convenience, trash cans are available at the pick-up sites. Vehicles requiring major interior cleaning after you return it will incur a surcharge to the employee's department at the current market rate. Routine and regular interior cleaning and all exterior cleaning will be the responsibility of Fleet Management Services.

## RETURNING MOTOR POOL VEHICLES:

- **Full Fuel Tank:** It is expected that each driver will return the vehicle with a full tank of fuel. This is a courtesy that will ensure the fuel tank is full the next time you pick up a motor pool vehicle.
- **Return to Same Location:** It is expected that the vehicle will be returned to the same location from which you picked it up. Approval from Fleet Management Services must be obtained at the time of reservation if you plan to return a fleet vehicle to a site other than its origin. If a vehicle is returned to a site other than its origin without prior approval, your agency will be charged an additional rental charge.
- **Return When Expected:** If the vehicle is not returned to the pickup site according to the reservation return time, the department will be charged the full rental rate for each day that the vehicle is not returned. Departments could be charged for additional FMS expenses necessary in regaining possession of the vehicle

## RETURNING KEYS & FUEL CARD:

- **During Normal Business Hours:** If you return to the vehicle pick-up site during normal business hours, return the keys and fuel card to the key-keeper.
- **After Normal Business Hours:** If you return after normal business hours, put the keys and fuel card in the locked key box or slot at the vehicle pick-up site. Check with the key-keeper or call FMS for the exact location of the lock box or slot.
- **Keys Not Returned:** If keys and fuel card are not returned to the pick-up site according to the reservation return time, the department will be charged for an open reservation until the keys and fuel card are returned.

## **Definitions**

**Department/Division Contact:** - Designated individual(s) in each state agency, department or division that oversee vehicle management and reporting, access to trip pool vehicles, and serve as the link for that agency with FMS.

**Centralized Fleet:** Vehicles purchased by the Department of Buildings and General Services' Office of Fleet Management Services available for use by state agencies on a lease or temporary basis.

**Commuting:** Use of a state-owned or leased vehicle by an employee for travel between home and office, while not in "travel status."

**Employee:** Any individual authorized to operate a state-owned vehicle on behalf of the State of Vermont, e.g., part-time employees, hourly employees, full-time employees, and any individual under contract to perform services.

**Fleet Manager:** The manager of the Fleet Management Services Office.

**Lease:** A contract for the use of a motor vehicle for a term of more than 30 days.

**Office:** The facility where the employee routinely reports for duty.

**Home Based:** The employee's home is the official location from which he/she begins and ends work duties and the employee does not report with any routine frequency to an official state facility prior to beginning the work day or at the conclusion of the work day. The location of the employee's home must be within the geographic confines of the employees' assigned work area.

**Vehicle:** Any State-owned vehicle registered with the Department of Motor Vehicles that includes, but is not limited to, sedans, station wagons, minivans, pickup trucks, sport utility vehicles, or vans used primarily for the transportation of the operator and no more than 15 passengers.